Amendments to the Claims:

This listing of claims will replace all prior versions, and listings of claims in the application:

Listing of Claims:

1. (Original) A method for proactively managing a fault in a video and data network comprising:

collecting network correlation data for the fault;

automatically performing a physical connectivity test of the video and data network;

collecting physical connectivity data from the physical connectivity test;

automatically performing a virtual connectivity test of the video and data network;

collecting virtual connectivity data from the virtual connectivity test;

automatically correlating the network correlation data, physical connectivity data, and virtual connectivity data based on the fault; and

providing a defined resolution procedure for resolving the fault using the correlated network correlation data, physical connectivity data, and virtual connectivity data.

2. (Original) The method of claim 1, wherein the video and data network comprises a Digital Subscriber Line (xDSL) network.

3. (Original) The method of claim 1, wherein the video and data network comprises a Very high bit rate DSL (VDSL) network.

4. (Original) The method of claim 1, wherein collecting network correlation data comprises collecting data for upstream and downstream physical network elements from the fault.

5. (Original) The method of claim 1, wherein collecting network correlation data comprises collecting data from a root cause analysis.

6. (Original) The method of claim 1, wherein the physical connectivity test comprises a Physical Loop Test.

7. (Original) The method of claim 1, wherein the Physical Loop Test is de-coupled from a Plain Old Telephone Service (POTS) tool.

8. (Original) The method of claim 1, wherein the virtual connectivity test comprises an Operations And Maintenance (OAM) test.

9. (Original) The method of claim 1, further comprising initiating the OAM test with a service area identifier.

10. (Original) The method of claim 1, wherein the service area identifier comprises a telephone number.

11. (Original) The method of claim 1, further comprising creating a repair ticket for the fault.

12. (Original) The method of claim 1, further comprising dispatching a technician to fix the fault.

13. (Original) The method of claim 1, further comprising fixing the fault using the pre-defined resolution procedure.

14. (New) An apparatus for proactively managing a fault in a video and data network comprising:

logic to collect network correlation data for the fault;

logic to automatically perform a physical connectivity test of the video and data network;

logic to collect physical connectivity data from the physical connectivity test;

logic to automatically perform a virtual connectivity test of the video and data network;

logic to collect virtual connectivity data from the virtual connectivity test;

logic to automatically correlate the network correlation data, physical connectivity data, and virtual connectivity data based on the fault; and

logic to provide a defined resolution procedure for resolving the fault using the correlated network correlation data, physical connectivity data, and virtual connectivity data.

15. (New) The apparatus of claim 14, wherein the video and data network comprises a Digital Subscriber Line (xDSL) network.

16. (New) The apparatus of claim 14, wherein the video and data network comprises a Very high bit rate DSL (VDSL) network.

17. (New) The apparatus of claim 14, wherein the logic to collect network correlation data comprises collecting data for upstream and downstream physical network elements from the fault.

18. (New) The apparatus of claim 14, wherein the logic to collect network correlation data comprises collecting data from a root cause analysis.

19. (New) The apparatus of claim 14, wherein the physical connectivity test comprises a Physical Loop Test.

20. (New) The apparatus of claim 14, wherein the Physical Loop Test is de-coupled from a Plain Old Telephone Service (POTS) tool.

21. (New) The apparatus of claim 14, wherein the virtual connectivity test comprises an Operations And Maintenance (OAM) test.

22. (New) The apparatus of claim 14, further comprising logic to initiate the OAM test with a service area identifier.

23. (New) The apparatus of claim 14, wherein the service area identifier comprises a telephone number.

24. (New) The apparatus of claim 14, further comprising logic to create a repair ticket for the fault.

25. (New) The apparatus of claim 14, further comprising logic to dispatch a technician to fix the fault.

26. (New) The apparatus of claim 14, further comprising logic to fix the fault using the pre-defined resolution procedure.

27. (New) A method for proactively managing a fault in a video and data network comprising:

receiving an indication of a fault;

collecting network correlation data for the fault, wherein the network correlation data indicates a network device that is causing the fault;

automatically performing a physical connectivity test of the video and data network based on the network device in response to receiving the indication of the fault;

collecting physical connectivity data from the physical connectivity test;

automatically performing a virtual connectivity test of the video and data network based on the network device in response to receiving the indication of the fault;

collecting virtual connectivity data from the virtual connectivity test;

automatically correlating the network correlation data, physical connectivity data, and virtual connectivity data based on the fault in response to receiving the indication of the fault; and

providing a defined resolution procedure for resolving the fault, wherein the defined resolution procedure is determined based on the correlated network correlation data, physical connectivity data, and virtual connectivity data.

28. (New) The method of claim 27, further comprising:

receiving a plurality of faults; and

isolating the fault in the plurality of faults, the fault being a root cause of faults in the plurality of faults.

29. (New) The method of claim 27, wherein the network device can be physical or logical.

30. (New) The method of claim 27, wherein the defined resolution procedure comprises re-routing customers affected by the fault to a route not including the network device.